Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(a) Guidelines for clarity, consistency or efficiency in operation

Organisation* (Case reference)	Administrative Enhancement
AFCD (2007/3792)	Timeframe set for processing application for exhibition licence of animals and birds
FEHD (2007/2407)	New internal guidelines implemented to ensure that assessments of layout plans are completed and site inspections conducted within relevant stipulated timeframes
Imm D (2008/0077)	Procedures streamlined for refunding passport application fees to ensure that the Treasury will be informed of its decision within 20 working days upon receipt of request
JO# (2006/2188 & 2006/2942)	Performance pledge and specific timeframe introduced for investigating water seepage cases with effect from 1 April 2008
Lands D (2006/0415)	Departmental instructions in handling application for new burial ground revised to define clearly Lands Department's role
Plan D (2007/3507)	Procedures streamlined for prosecuting illegal development of Government land and shorter grace period given for rectifying breaches
PO (2006/3182)	Proper file records kept on justifications for approving the installation of additional posting boxes and policy reviewed on the collection services and the charges for "private posting boxes"

(b) Better arrangements for inter-departmental coordination

Organisation* (Case reference)	Administrative Enhancement
AMS (2007/4867)	Guidelines agreed and issued by AMS and FSD's Ambulance Service for clear records to be kept on transfer of patients from the former to the latter
BD & JO# (2008/2004 & 2005)	Clearer guidelines issued on work interface between JO and BD in handling seepage complaints with alleged building safety implications
JO# (2007/4838 & 4839)	Agreement reached between BD and FEHD on procedures where FEHD will not refer seepage cases to BD for Stage III investigation
FEHD (2008/3880)	For seepage cases where FEHD staff in JO consider it unnecessary to conduct a Stage II investigation, agreement reached for the former to obtain prior consent from their BD counterparts before referring such cases to them for Stage III investigations
GS (CS Office) – EU & Lands D (2007/4623 & 4624)	Relevant Technical Circular revised to define more clearly the division of responsibilities among various departments on maintenance of vegetation and to require the department receiving a complaint to attempt to identify and refer the case direct to the responsible department for action, instead of merely advising the complainant that the receiving department is not responsible for the matter

* see Table 4 for the full name of the organisation against the acronym.
# JO refers to the Joint Office set up by BD and FEHD for handling seepage complaints.

Annex 6

Examples of Improvement Measures Introduced by Organisations Following Our Recommendations or Initiated after Commencement of Our Inquiries

(c) Measures for better public enquiry/complaint handling	
Organisation* (Case reference)	**Administrative Enhancement**
AFCD (2008/1162)	Information provided to the 1823 Call Centre on the arrangement for "home quarantine" for animals implicated in dog-bite cases to ensure that parties concerned in such cases can be adequately informed

(d) Measures for better service	
Organisation* (Case reference)	**Administrative Enhancement**
HA (2008/0005)	New procedures introduced requiring non-emergency ambulance staff to confirm vehicle arrival time with patients in advance and advise patients when late arrival is anticipated
HD (2007/3282)	With TD advice, road signs and facilities added to enhance road safety of a restricted road in a public housing estate
Hy D & WSD (2006/1337, 3326, 3327 & 3328)	Bring-up system set up by Hy D to closely monitor organisations responsible for the final reinstatement of road facilities and arrangements made to strengthen coordination with E&MSD in the inspection and maintenance of bollard lights Measures introduced by WSD to improve its records management system and to better supervise the work of its contractors
JUD (2008/0064)	Initiative will be taken to seek approval from the magistrate for amending relevant record when it is known that a defendant has changed his address
MPFA (2008/6161)	Processing time for cases of employers' default in contribution to the Mandatory Provident Fund shortened with increased manpower and redeployment of resources
ORO (2007/4359)	Measures introduced to give timely information to a bankrupt regarding the realisation and distribution of his assets
SFAA (2006/4428)	Closer supervision of courses funded by the Continuing Education Fund with clauses introduced to the "Guide to assessment of courses for non-self-accrediting course providers" about registration under the Education Ordinance and fulfillment of the statutory requirements
TD (2008/1509)	To facilitate illiterate candidates, new arrangements will be introduced for using computer to conduct an oral test and allowing candidates to choose freely whether to take a Part A exam in written or oral form

* see Table 4 for the full name of the organisation against the acronym.

(e) More reasonable rules and charges	
Organisation* (Case reference)	**Administrative Enhancement**
LCSD (2007/5335)	Rental for use of the climbing wall in a sports centre reduced after a review, with the decision to exclude the "buffer area" between the wall and the adjacent badminton courts from the total chargeable area
WSD (2007/5267)	Administrative instructions revised to provide clearer internal guidelines on the handling of requests for adjustments of charges arising from inaccurate consumption readings registered by defective meters
HAD (2008/0972)	The practice scrapped which required users of Community Halls to pay the difference in rental resulting from upward adjustment of rental by HAD after booking

(f) Clearer information to the public	
Organisation* (Case reference)	**Administrative Enhancement**
C&ED and FEHD (2008/3258-59)	Positive measures taken to alert visitors of the restrictions on importing raw meat into Hong Kong
HD (2007/4217)	Measures introduced to inform new tenants or those granted transfers of the possibility that HD may require them to transfer again during the period of the tenancy, to avoid misunderstanding and unnecessary dissatisfaction
EPD (2008/1855)	Procedures improved to notify vehicle owners of the grace period given and the need to repair the engine
Imm D (2008/1984)	Clearer information given, in the guidance notes on application for HKSAR passport and by each immigration office, on the service hours of the department's drop-in boxes

(g) Training for staff	
Organisation* (Case reference)	**Administrative Enhancement**
HD (2007/0310)	Training and guidelines provided to staff and management companies on handling of cases with single tenants having passed away in their public rental housing units
Imm D (2008/2450)	Guidelines revised to enhance frontline staff's understanding of the procedures for amending particulars of an HKSAR passport

* see Table 4 for the full name of the organisation against the acronym.